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March 3, 2022
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Glendale
District 1199 New England
Before the Aging Committee

In Support of HB 5194 AN ACT CONCERNING REGISTRATION OF TEMPORARY NURSING SERVICES AGENCIES.

Good Afternoon Senator Miller, Representative Garibay, and members of the Committee. My name is Danielle Tanner, I live in Beacon Falls, and work as a Certified Nurses Aide (CNA) at the Glendale nursing home in Naugatuck. I come before you today to testify in support of HB 5194.

I work at Complete Care at Glendale nursing home in Naugatuck, and have worked there for the past 15 years. I love my work, I love taking care of people, and enjoy my time with my residents.

It's been a challenging time during this pandemic. Staffing has always been a problem but since the pandemic it's become worse. We never have enough staff which leaves the staff we do have burnt out. We started using agency staff to make up for the staffing shortage and it's been a mixed bag. Some of the agency staff can be unreliable, not showing up for their shifts or not carrying out tasks that they are responsible for. This creates a strain amongst staff and negatively impacts our ability to provide quality care.

On one of my weekend shifts, it was myself and a staffing agency nurse. Unfortunately, she did nothing during her shift, and sat in the breakroom the whole time. I complained about this person, and she was not sent again. However, there is no accountability during the shift, which is when the residents safety can be impacted. You end up having to do not only your own work, but the staffing agency staff's work as well. This lack of accountability stems from the agency themselves, who are also not held accountable.

We are understaffed and so when we have agency staff it's like training a new person because they are not familiar with the residents or how we care for them. It's time consuming and takes direct care staff's attention away from the residents. It feels like we are still working short. At the end of the day this impacts patient care. The patients don't get the care they deserve, which is not fair to them or the permanent staff who are doing the best we can.

The staffing agency registry that HB 5194 would establish would allow Connecticut to have a better grasp on who these staffing agencies are and how they are operating. By raising standards

and creating accountability for staffing agencies, we can create accountability for the staff they contract out. That is what nursing home residents and workers deserve.

Thank you for your time.